

Wateree Community Actions, Inc.

**Program Assistant
Job Announcement**

Wateree Community Actions, Inc. (WCAI) is seeking two CSBG Outreachers (1-Richland County & 1-Kershaw County) to join the Community Services team in the Columbia, SC office. WCAI is a private, non-profit 501 (c) (3) corporation that has been providing high quality, comprehensive Head Start and/or Community Action services within Clarendon, Lee, Kershaw, Richland, and Sumter counties for over 50 years.

Major Functions:

Under general supervision of the County Coordinator, will conduct outreach, intake, and provide human services to participants of the agency's medium – to long-term programs to increase the self-sufficiency of low-income individuals and families. This position is 100% paid from CSBG. The position also functions to coordinate the development of external resources to meet customer needs. Position is also responsible for assisting with the implementation of neighborhood forums and community needs assessments as well as any regional or county-wide events as needed.

Essential Functions:

- Responsible for conducting outreach within the assigned region to recruit and enroll families and individuals in CSBG service programs.
- Interviews and assesses applicants for program eligibility based on criteria set forth from funding source.
- Maintain an error rate of less than 3% when processing customer applications.
- Implement assigned CSBG work programs as written to ensure achievement of objectives and outcomes.
- Conduct intakes, case manage all families and individuals as required, maintain case files, utilize appropriate tracking methods to report activity, enter all data into DBA and Excel log sheets, conduct follow-up per work program instructions.
- Coordinate internal and external linkages for referrals for additional services as needed.
- Work within the ROMA framework to improve customer well-being by providing coordinated high-quality services to individuals and families with multiple and complex needs.
- Assist in conducting community needs assessments and client satisfaction surveys for program planning.
- Prepare weekly service reports and other reports that correspond to job responsibilities.
- Participate in regular staffing meetings and trainings as required.
- Obtain and maintain Family Service Worker credentialing.
- Obtain and maintain Housing Counseling credentialing.
- Travel within the five county service areas will be required. Work site may vary within service area and will be assigned in advance.
- Perform other duties as assigned.

Requirements:

Education and Experience

An Associate's Degree in a Human Services field preferred. At least two years college education and/or two years direct experience is required. Experience working with low-income, diverse populations. Attention to detail and timeliness in meeting deadlines. Must be self-motivated, have initiative and the ability to work under minimal supervision at times as required.

Knowledge and Abilities

- Ability to plan and manage workflow.
- Solid case management and case noting skills.
- Strong communication skills, including the ability to speak and write effectively and professionally.
- Problem solving and critical thinking skills required.
- Excellent interpersonal skills.
- Demonstrated experience working in self-sufficiency programs.
- Ability to relate to professional personnel and clients from diverse socioeconomic backgrounds.
- Bi-lingual candidates encouraged to apply.

Special Requirements:

- *Must have a valid Driver's License.*
- *Must have reliable transportation.*

PHYSICAL DEMANDS:

Lift at least 10 lbs.

Compensation

Competitive wage (\$14.0/hour) and benefits including affordable medical, dental and vision insurance coverage, 100% company-paid life insurance, 403b with a company match, paid time off and paid holidays are provided.

How To Apply:

Applicants interested in this position must submit an application packet via one of the methods included below:

Mail: **Wateree Community Actions, Inc.**
P.O. Box 8328
Columbia, SC 29202

Email: dreddish@wcai.org

Fax: **(803) 807-9809**

Wateree Community Actions, Inc. does not tolerate discrimination based on race, color, religion, disability, age, sex, veteran status, genetic information, national origin or any other protected category. "An Equal Opportunity Employer"